

How to Lodge a Complaint/Query on a designated Email ID & check the complaint status



Follow the process described below:

1. To raise any complaint or query through email, Client has to send the complaint/query to helpdesk@smifs.com from his/her registered email ID.
2. This email (complaint/query) would create a new ticket in SMIFS Support utility.
3. Based on the type of complaints/query, the ticket would be routed to the concerned department of SMIFS Limited.
4. A dedicated agent would work on the ticket and would update the status of the ticket in SMIFS Support utility.
5. When a new ticket is raised in SMIFS Support utility; an automated Email would be sent to the Client's registered Email ID bearing the Ticket No., along with a link to check the ticket status.
6. If the Client wants to check the status of the ticket, he/she can click on the ticket link provided in the previous Email OR the client can visit SMIFS Website (www.smifs.com) and go to *Contact Us > Raise a Ticket*.
7. Clicking on the Ticket Link OR *Raise a Ticket* option would redirect the client to the SMIFS Support Page where they can login (using their registered Email ID & Password) and check the status of their complaint/query.
 - For new user, the user (client) needs to sign up by giving his/her name & Email ID.
 - An activation link will be sent to the Email ID that the user has given.
 - The client or the new user has to click on the activation link and set the password.
 - Now the user/client will be able to login using their Email ID & password set by them.
8. The process for checking the status of the ticket has also been described in details in our Document named "Guidelines for submitting a complaint by raising a Support Ticket".